



## TN SSMS User Support

### User Version

We welcome you to the TN SSMS and hope that, after your training, you find it a simple and useful application to help you in your work.

To complement the SSMS we have created a support process, ready to help you with such issues as accessing the application, managing your username and password, reporting any problems you might find with the application and, most importantly, offering you help in using the application in your day-to-day work. We would also be very interested in learning of your ideas to improve the SSMS.

The support process is centered around your school and school district, so that you can rely on local contacts who understand fully how you work.

The issue resolution process differs between the Star Student and the EasyIEP® modules within the SSMS.

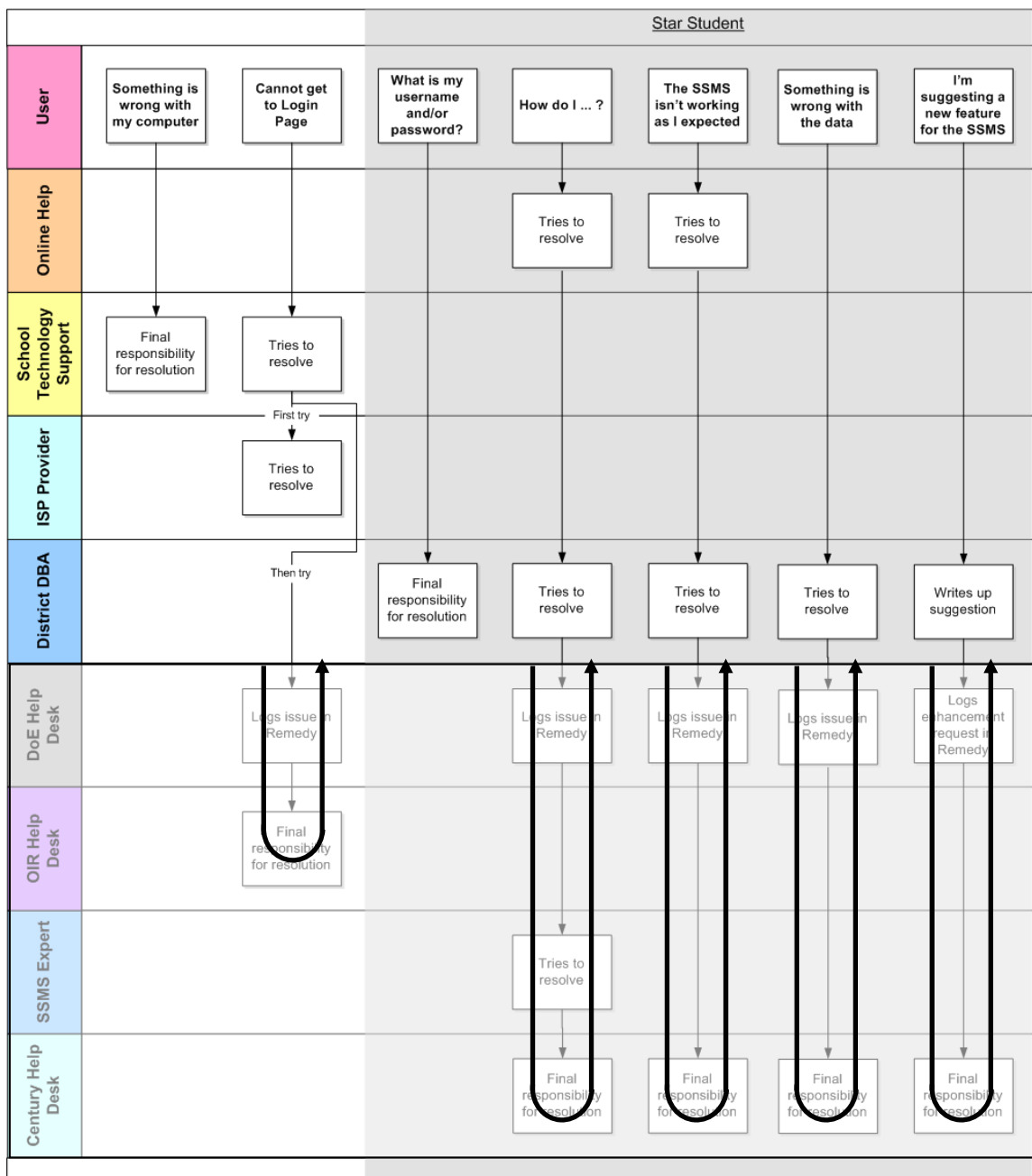
## Table of Contents

1.	Issue Resolution .....	2
1.1.	Star Student .....	2
1.1.1.	Something is wrong with my computer .....	3
1.1.2.	Cannot get to Login Page .....	3
1.1.3.	What is my username and/or password? .....	3
1.1.4.	How do I ... ? .....	4
1.1.5.	The SSMS isn't working as I expected .....	4
1.1.6.	Something is wrong with data .....	4
1.2.	EasyIEP® .....	5
1.2.1.	Something is wrong with my computer .....	6
1.2.2.	Cannot get to Login Page .....	6
1.2.3.	What is my username and/or password? .....	6
1.2.4.	How do I ... ? .....	7
1.2.5.	The SSMS isn't working as I expected .....	7
1.2.6.	Something is wrong with data .....	7
2.	Contacts .....	8
2.1.	School Technology Support .....	8
2.2.	ISP Provider .....	8
2.3.	District DBA / District EasyIEP® Expert .....	8
2.3.1.	District DBA .....	8
2.3.2.	District EasyIEP® Expert .....	8
2.4.	EasyIEP® Help Desk .....	8



## 1. Issue Resolution

### 1.1. Star Student





### 1.1.1. Something is wrong with my computer

#### Resolution

**User** contacts:..... **School Technology Support**  
see [section 2.1](#)

**School Technology Support** resolves

#### Notification

**School Technology Support** contacts:..... **User**

### 1.1.2. Cannot get to Login Page

#### Resolution

**User** contacts:..... **School Technology Support**  
see [section 2.1](#)

**School Technology Support** tries to resolve – if not able, contacts: ..... **ISP Provider**  
see [section 2.2](#)

**ISP Provider** tries to resolve – if not able, contacts: ..... **School Technology Support**  
see [section 2.1](#)

**School Technology Support** contacts:..... **DoE Help Desk**

#### Notification

**School Technology Support** contacts:..... **User**

### 1.1.3. What is my username and/or password?

#### Resolution

**User** contacts:..... **District DBA**  
see [section 2.3](#)

**District DBA** resolves

#### Notification

**District DBA** contacts:..... **User**



#### 1.1.4. How do I ... ?

##### Resolution

**User** looks at: ..... **Online Help**

If cannot resolve, **User** contacts: ..... **District DBA**

see [section 2.3](#)

**District DBA** tries to resolve – if not able, contacts: ..... **DoE Help Desk**

##### Notification

**District DBA** contacts: ..... **User**

#### 1.1.5. The SSMS isn't working as I expected

##### Resolution

**User** looks at: ..... **SSMS Online Help**

If cannot resolve, **User** contacts: ..... **District DBA**

see [section 2.3](#)

**District DBA** tries to resolve – if not able, contacts: ..... **DoE Help Desk**

##### Notification, Issue fix schedule – within 48 hours

**District DBA** contacts: ..... **User**

##### Notification, Issue fix

**District DBA** contacts: ..... **User**

#### 1.1.6. Something is wrong with data

##### Resolution

**User** contacts: ..... **District DBA**

see [section 2.3](#)

**District DBA** tries to resolve – if not able, contacts: ..... **DoE Help Desk**

##### Notification, Data fix schedule – within 48 hours

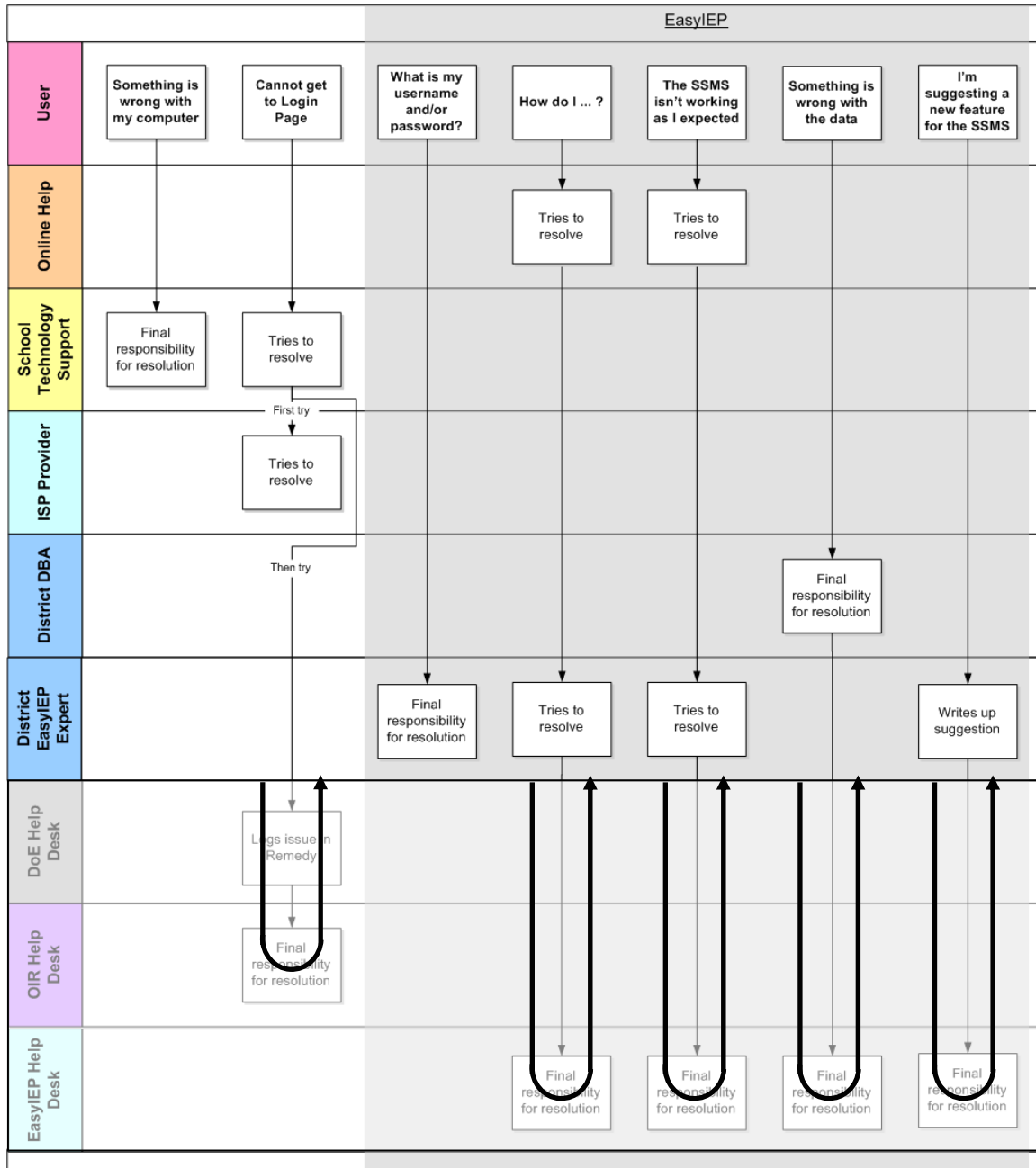
**District DBA** contacts: ..... **User**

##### Notification, Data fix

**District DBA** contacts: ..... **User**



## 1.2. EasyIEP®





### 1.2.1. Something is wrong with my computer

#### Resolution

**User** contacts:..... **School Technology Support**  
see [section 2.1](#)

**School Technology Support** resolves

#### Notification

**School Technology Support** contacts:..... **User**

### 1.2.2. Cannot get to Login Page

#### Resolution

**User** contacts:..... **School Technology Support**  
see [section 2.1](#)

**School Technology Support** tries to resolve – if not able, contacts: ..... **ISP Provider**  
see [section 2.2](#)

**ISP Provider** tries to resolve – if not able, contacts: ..... **School Technology Support**  
see [section 2.1](#)

**School Technology Support** contacts:..... **DoE Help Desk**

#### Notification

**School Technology Support** contacts:..... **User**

### 1.2.3. What is my username and/or password?

#### Resolution

**User** contacts:..... **District EasyIEP® Expert**  
see [section 2.3](#)

**District EasyIEP® Expert** resolves

#### Notification

**District EasyIEP® Expert** contacts: ..... **User**



#### 1.2.4. How do I ... ?

##### Resolution

**User** looks at: ..... **Online Help**

If cannot resolve, **User** contacts: ..... **District EasyIEP® Expert**

##### Notification

**District EasyIEP® Expert** contacts: ..... **User**

#### 1.2.5. The SSMS isn't working as I expected

##### Resolution

**User** looks at: ..... **SSMS Online Help**

If cannot resolve, **User** contacts: ..... **District EasyIEP® Expert**

see [section 2.3](#)

**District EasyIEP® Expert** tries to resolve – if not able, contacts: ..... **EasyIEP® Help Desk**

see [section 2.4](#)

**EasyIEP® Help Desk** resolves

##### Notification, Issue fix schedule – within 48 hours

**District EasyIEP® Expert** contacts: ..... **User**

##### Notification, Issue fix

**District EasyIEP® Expert** contacts: ..... **User**

#### 1.2.6. Something is wrong with data

##### Resolution

**User** contacts: ..... **District DBA**

see [section 2.3](#)

**District DBA** tries to resolve – if not able, contacts: ..... **DoE Help Desk**

##### Notification, Data fix schedule – within 48 hours

**District DBA** contacts: ..... **User**

##### Notification, Data fix

**District DBA** contacts: ..... **User**



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## 2. Contacts

### 2.1. *School Technology Support*

The **School Technology Support** is the person responsible for basic technology support and helps with computer issues at the school level. The person may not be housed at a particular school but the user is expected to know who their **School Technology Support** is.

### 2.2. *ISP Provider*

ConnectTENN Help Desk: ..... 1.800.836.4357

If a School District doesn't use the Schools Network, managed by ENA, and the **School Technology Support** doesn't know the ISP Provider s/he should contact his/her **District DBA / District EasyIEP® Expert**, see [section 2.3](#).

### 2.3. *District DBA / District EasyIEP® Expert*

#### 2.3.1. District DBA

See list at: <http://www.tennessee.gov/education/techssmsusrsprtdba.pdf>

#### 2.3.2. District EasyIEP® Expert

See list at: <http://www.tennessee.gov/education/techssmsusrsprtiepexp.pdf>

### 2.4. *EasyIEP® Help Desk*

EasyIEP® Help Desk: ..... 1.800.973.7828  
.....email links are available on the EasyIEP® Home Page